



**Office Assistant and Training Administrator**

- Start date:** March 2017 – one year fixed term contract finishing end Feb 2018
- Location:** Clerkenwell, Central London
- Reports to:** Chief Executive
- Annual leave:** 25 days per annum
- Salary:** £20,000 to £24,000 depending on skills and experience. Pension 5% of salary.
- Working Hours:** 10am to 6pm, some evening working. Applications for flexible working will be considered.

Applications on ILPA's standard form should be sent to [claire.laizans@ilpa.org.uk](mailto:claire.laizans@ilpa.org.uk) no later than **9am on Monday 13th February 2017**. Forms can be downloaded from our website, [www.ilpa.org.uk/jobs.html](http://www.ilpa.org.uk/jobs.html)

Tests and interviews will be held on Wednesday 22<sup>nd</sup> February 2017. Shortlisted candidates will be notified by Friday 17th February 2017. No CVs please. Applications from individuals only – no agencies.

Immigration Law Practitioners' Association  
Lindsey House, 40-42 Charterhouse Street, London, EC1M 6JN  
Tel: 020 7251 8383 Fax: 020 7251 8384 [www.ilpa.org.uk](http://www.ilpa.org.uk)

## **Office Assistant and Training Administrator**

### **Purpose of job**

Ensuring that the ILPA office is well maintained and undertaking all the administration linked to the ILPA training programme.

The post is line-managed by the Chief Executive and involves working closely with all staff in the office and with liaising with suppliers and ILPA members.

### **Main Tasks**

#### Office Assistant

1. To ensure that all office equipment and public utilities are working efficiently and providing adequate service for the smooth running of the office, including liaising with ILPA's landlord and working with the Finance Manager and Chief Executive to ensure that all of ILPA's and landlords' obligations are properly carried out.
2. To ensure that all office fabric, furnishings and fittings are maintained, repaired and replaced as necessary within budgetary limits and in consultation with the landlord as appropriate and to ensure that stationery and other supplies are maintained at appropriate levels, ordering and accounting for supplies as necessary.
3. To undertake other tasks identified by the Chief Executive.

#### Training Administrator

1. To process and confirm training course bookings and payments.
2. To support and pay tutors in accordance with ILPA's policies, including:
  - obtaining from them materials, deadlines for production of these and delivery in accordance with deadlines;
  - facilitating their communication with delegates before and after the course;
  - ensuring that their requirements for travel and presentation are met in accordance with ILPA's policies;
  - dealing with evaluation and other post course administration and troubleshooting.
3. To use ILPA's Customer Relationship Management Database (Salesforce) to record training course information and publicise ILPA training on ILPA's website and by email.
4. To book appropriate venues for ILPA training, maintain relationships and liaise with them and overseeing use of venues by ILPA.
5. To respond to enquiries and manage correspondence with delegates.
6. To arrange for training packs to be printed and delivered to the course venue.
7. Attend training courses to set up and manage the event, including registration, recording of participants and distribution of evaluation forms.
8. To maintain and develop the training pages of ILPA's website.

## **Person Specification**

### **Desirable**

- Experience of using office information and communication systems -manual and electronic, to produce correspondence and other documents.
- Experience of developing, populating and interrogating CRM databases (preferably Salesforce).
- Experience of developing databases of resources for presentation on a website and of uploading and managing these online.
- Demonstrated ability to organise time effectively, creating work schedules, prioritising and planning workload and meeting deadlines.
- Demonstrated ability to communicate effectively, both verbally and in writing, adapting style to suit the audience.
- Experience of working in a charity or membership organization.
- Experience of organising training or events.
- To be willing and able to undertake occasional evening work.